



Nursing Home Family Satisfaction Survey Pilot

Statewide Results

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Executive Summary

This report provides the survey results for the pilot administration of the Maryland Health Care Commission Nursing Home Family Satisfaction Survey. The Maryland Health Care Commission contracted with Market Decisions and their subcontractor, the Institute for Health, Health Care Policy, and Aging Research at Rutgers University to conduct this survey to measure the satisfaction among family members and other responsible parties of residents in Maryland's long-term care facilities.

The Maryland Health Care Commission has the legislative responsibility to implement a system to evaluate the quality of care and the performance of nursing homes. The provisions of Health General Article §19-135(d) provide a framework to establish such a system. This enabling legislation, enacted in 1999, led to the current pilot study with its requirement that the Commission should seek information from residents and their families. This study was designed to evaluate satisfaction from the perspective of family members of residents in Maryland nursing home facilities.

The purpose of this pilot is to provide measures of family satisfaction to be reported as Statewide results and as facility specific results for participating nursing homes.

The Instrument

The Maryland Nursing Home Family Satisfaction Survey Pilot instrument contains fifty-three (53) questions organized into overall measures of satisfaction, along with the following six categories or domains representing areas of care and life:

- Staff and Administration
- Physical Environment
- Activities
- Personal Care Services
- Food and Meals
- Residents' Personal Rights

A 5-point Likert-type scale was used to score each questionnaire item. The scale ranged from a minimum of 1 (very dissatisfied) to a maximum of 5 (very satisfied).

In addition to the 53 satisfaction measures, the survey also includes additional items that address characteristics of the respondents, their visitation patterns, as well as an open-ended item to allow respondents to provide additional feedback or comments about their experiences or about the nursing home in general.

The Sample

A total of 222 nursing homes throughout Maryland (100% response rate) participated in this pilot. Surveys were mailed to 20,184 responsible parties. The initial mailing was

sent on September 22, 2005. All surveys received through November 28, 2005 were accepted and included for analysis. A total of 10,944 eligible respondents returned a survey (55% response rate).

Results

Specific goals of this project were to provide results that reflect: 1) overall measures of family or responsible party satisfaction; 2) comparisons of satisfaction within the domains of care and life across all nursing homes; 3) comparisons among nursing homes within identified peer groups, with the peer groupings defined as geographic region, facility bed size, and ownership status (for-profit or non-profit); and, 4) usage of results by individual facilities to identify opportunities for nursing home improvement.

Results reflected in this report are statewide. Because this was a pilot survey, the Commission agreed to only publish statewide information with nursing homes receiving individual survey results. Future surveys will publish individual facility results along with statewide results.

Results demonstrated that statewide scores were 3.0 or higher for the three overall satisfaction items and the six categories or domains representing areas of care and life. Statewide, the highest rated satisfaction domains were Staff and Administration and Physical Environment of the nursing home. Conversely, the two lowest rated domains statewide were Food and Meals and Activities available to residents.

Analysis of peer group comparisons demonstrated some variation in scores. Smaller facility size was associated with higher ratings of satisfaction. Non-profit facilities scored higher on all overall satisfaction measures and domain measures compared to for-profit facilities. Homes located in Western Maryland received higher scores than those in all other regions of the state.

I. Introduction

The Maryland Health Care Commission has contracted with Market Decisions and their subcontractor, the Institute for Health, Health Care Policy, and Aging Research at Rutgers University to conduct a survey to measure the satisfaction of family members (and other responsible parties) of residents in Maryland's long-term care facilities. Specific goals of this project have been to provide: 1) measures of responsible party satisfaction; 2) comparisons on satisfaction measures among nursing homes in Maryland; and 3) comparisons among nursing home peer groups, including those in the same geographic region, nursing homes of similar size, and comparisons between profit/non-profit nursing homes. The results in this report will assist facilities in identifying areas for quality improvement initiatives.

II. Methodology

All nursing homes in Maryland that had one or more residents with stays of four weeks or longer were included in the initial sample. The facilities provided a list of responsible parties for each resident, most often a son, daughter or spouse, who were invited to participate in the survey. A survey packet was sent on September 22, 2005 to each responsible party who met the eligibility criteria. Follow up occurred one week later with a reminder postcard and mailing of a second survey packet to those who did not respond initially. Data collection extended from September 2005 to November 2005.

Responsible parties completed a survey about their satisfaction with the facility and the care provided to residents. The family member survey contained fifty-three satisfaction items which assessed six domains or aspects of residents' life and care: administrative and personal care staff; physical environment; activities; personal care services; food and meals; and residents' personal rights. Within each domain, respondents rated their satisfaction on different aspects of residents' life and care and rated two items measuring overall impressions of the facility. A five-point scale ranging from 1 (very dissatisfied) to 5 (very satisfied) was used to score each survey item.

The survey also included additional items to address respondent characteristics, visitation patterns, as well as an open-ended item to allow respondents to provide additional feedback or comments about their experiences or about the nursing home. In order to make comparisons among similar facilities in Maryland, the Maryland Health Care Commission and facilities themselves provided data on size and geographic location.

III. The Sample

A total of 222 nursing homes throughout Maryland participated in this 2005 study. In all, surveys were mailed to 20,184 responsible parties. The initial mailing was sent on September 22, 2005. All surveys received through November 28, 2005 were accepted and included for analysis. A total of 10,944 eligible respondents returned a survey by this date. The overall response rate for all facilities was 55%.

IV. Glossary of Terms

Several terms are used in the charts and tables that report survey results. A list of these terms and their definitions is presented below.

Average

The average is the arithmetic mean of a set of numbers, and is calculated by adding up all scores and dividing by the total number of responses.

Confidence Interval (CI)

The charts and tables were designed to show the average score and the interval of scores for the overall satisfaction questions and each domain. Since each average is an estimate of the “true” average of the total population, the confidence interval (CI) defines the statistical reliability of the estimate of the average. Based on these intervals, we are 95% confident that the actual average from the entire population of responsible parties would fall within the specified range of values. This interval does not represent the lowest and highest satisfaction ratings of the respondents.

Domains

The Nursing Home Satisfaction Survey contains fifty-three satisfaction items (or questions) designed to measure a responsible party’s overall satisfaction with the nursing facility as well as satisfaction within specific areas of care and life. These areas, or domains, include:

1. 1. Administrative and personal care staff
2. 2. Physical environment
3. 3. Activities
4. 4. Personal care services
5. 5. Food and meals
6. 6. Residents’ personal rights

n

This represents the number of responsible parties who provided an answer to a question.

Peer Group

For the purpose of making comparisons, facilities were divided into three peer groups: (1) facilities in the same geographic region; (2) facilities of similar size; and (3) profit/non-profit facilities. Peer groups and statewide averages provide benchmarks for comparison of results. Results for all peer groups are presented in the charts and tables.

Profit Type

Facilities have been categorized as profit or non-profit to allow for peer group comparisons.

Region of the State

Locations for peer group comparisons are based upon counties within Maryland. The regions are listed below and include:

Western Maryland: Allegany, Carroll, Frederick, Garrett, and Washington Counties

Montgomery: Montgomery County

Southern Maryland: Calvert, Charles, Prince George's, and St. Mary's Counties

Central Maryland: Baltimore City; Anne Arundel, Baltimore, Harford, and Howard Counties

Eastern Maryland: Caroline, Cecil, Dorchester, Kent, Queen Anne's, Somerset, Talbot, Wicomico, and Worcester Counties

Size

Nursing home size categories for peer group comparisons are calculated from resident counts provided from each facility. Size categories include: ≤80 residents, 81-120 residents, 121-160 residents, and 161+ residents.

V. How to Read the Report

All scores in this report are expressed as averages. Responsible party counts (n) that appear in the tables are the counts of survey respondents. Such counts reflect the number of respondents who answered an item or relevant items within a domain.

The averages provided in this report are estimates of the actual averages; satisfaction scores are best interpreted not as single points but as ranges. Determination of an actual average would require surveying the entire population of responsible parties, an infeasible task. For this reason, all charts and graphs show a numerical average score and then a 95% confidence interval (CI). Figure 3.0 is the exception to this rule. Figure 3.0 shows the range of average scores for each facility so that the variation in facility scores can be evaluated. Figure 3.0 also excludes a few facilities with less than five respondents.

The most appropriate way to interpret scores is **in relation** to another score. That is, comparing one domain score to another, comparing one peer group to another, or comparing the statewide score to peer groups. One of the primary goals of this report is to allow such comparisons.

To that end, the 95% confidence interval adopted in this analysis assures that the results can be comfortably compared across domains and peer groups. The reader can compare the average scores across groups of respondents, for example, by comparing scores for small nursing homes to those of large nursing homes. When comparing items, domains, or groups of facilities, it is important to take into account the confidence interval and not simply the average to determine if a difference exists. Remember that averages are technically only the midpoint in a statistical distribution and the confidence interval provides a better estimate of a particular score.

The charts in this report are designed for the reader to easily visualize the average satisfaction scores within their upper and lower confidence intervals. A difference between domains or overall satisfaction items or across groups is considered significant **if** there is no overlap in the confidence intervals. Looking at Figure 1.1 on page 6, the average for the physical environment

domain is 3.97 represented in bold. Read the upper and lower bounds of the 95% confidence interval on the vertical axis, which for the physical environment domain are 3.98 and 3.96, respectively (shown in Table 1.1). When assessing differences, look across the chart to see if the bars overlap. If bars overlap, there is no significant difference between scores.

VI. Interpreting Domain & Overall Satisfaction Scores

Domain Scores begin on page 6.

Overall Satisfaction Scores begin on page 20.

Domain Scores

The aspects of care and life domain scores are calculated by averaging the scores on the five-point scale (with one being very dissatisfied and five being very satisfied) across all valid items within that domain. In some cases, a responsible party may not have evaluated all the items within a domain, perhaps because it did not apply or the information was not available.

A low domain score indicates a low level of satisfaction within a particular aspect of care and life, such as physical environment, while a high score indicates a high level of satisfaction. For example, a domain with a low score relative to a peer group or other domains may identify a high priority improvement opportunity. Domains with high scores identify areas where the statewide scores exhibit a high level of performance.

The majority of scores presented in this report are above a rating of 3 (neither satisfied nor dissatisfied). The obvious question is, “is a score good or bad?” It is not unusual for satisfaction scores to be skewed to the positive because consumers are generally satisfied with the personal care their relatives receive. However, there is always room for improvement, especially when comparing scores in relation to one another.

Comparisons between scores should first be checked for statistical significance. Is there overlap between the confidence intervals? If there is no overlap then the differences are statistically significant. To identify meaningful differences, we suggest that readers look at top rated items and domains and compare them to lower rated items. We also suggest examining the peer group scores for the geographic area, facility size, and profit type in which a particular facility is located.

Interpretation of Charts

Figure 1.1 shows the statewide domain scores so that to enable comparison of scores across all six domains. Figures 1.2 – 1.7 allow comparison of statewide domain scores to all peer groups.

For example, compare satisfaction scores for the activities domain by examining the averages and confidence intervals among the Western, Southern, Central, Eastern, and Montgomery

County region peer groups in Figure 1.4. Overall satisfaction scores can be compared in the same way (See figures 2.1 – 2.3 starting on page 21).

Interpretation of Tables

Table 1.1 presents similar data as Figure 1.1, but in a different format. This table allows comparison of the six domain scores to readily identify the lowest and highest domain scores for the state. Tables 1.2 to 1.7 show state and peer group domain scores for each of the six domains. These tables also include respondent counts (see Glossary under n for an explanation) and 95% confidence intervals.

Please note that respondent counts differ among tables because not all responsible parties evaluated every domain.

Figure 1.1. Statewide Domain Scores

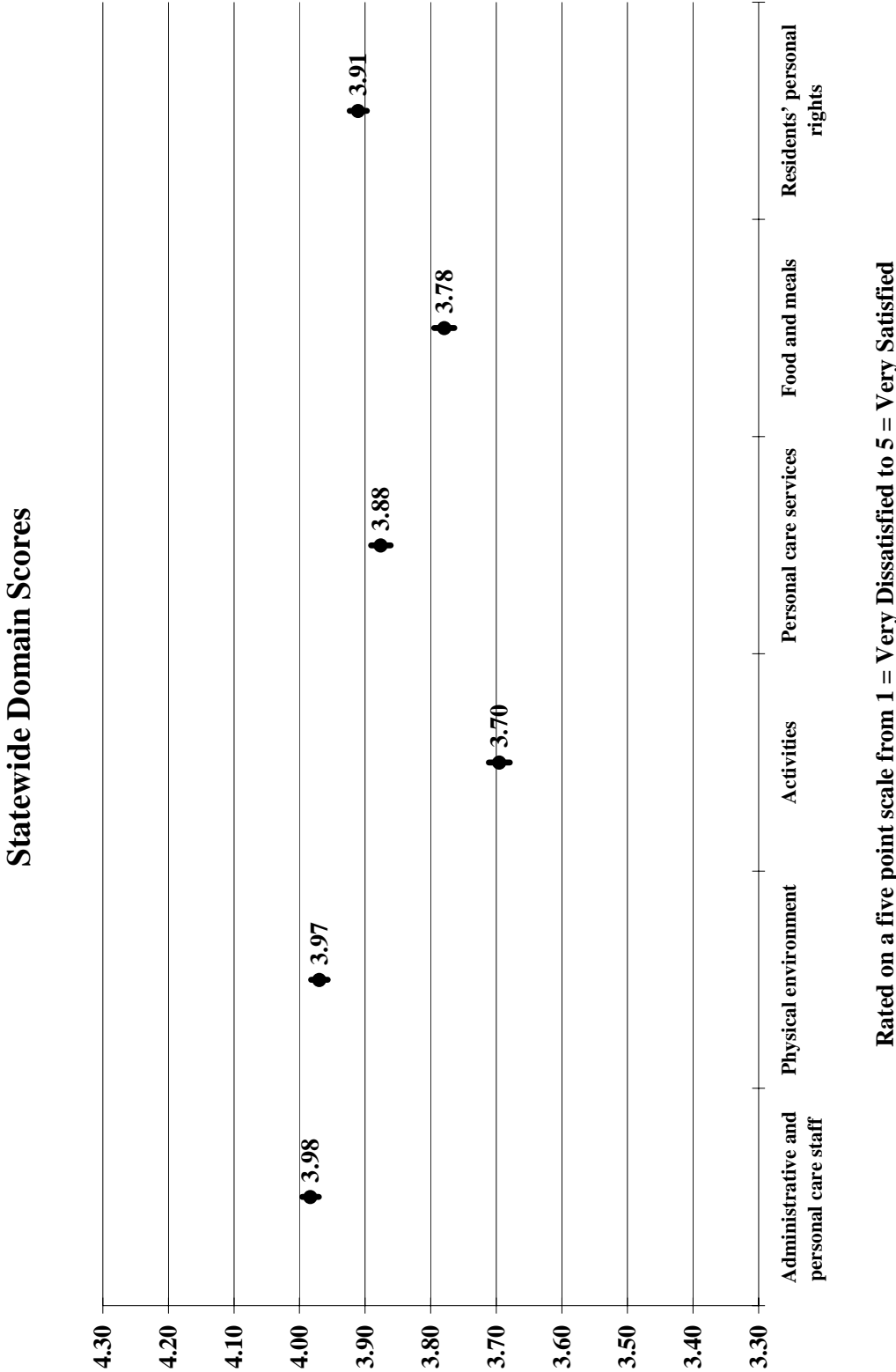


Table 1.1. Statewide Domain Scores

	n	Average	CI	
			Low	High
Administrative and personal care staff	9,837	3.98	3.97	4.00
Physical environment	10,258	3.97	3.96	3.98
Activities	8,730	3.70	3.68	3.71
Personal care services	9,592	3.88	3.86	3.89
Food and meals	9,351	3.78	3.76	3.79
Residents' personal rights	9,541	3.91	3.90	3.92

Figure 1.2. Administrative and Personal Care Staff Domain Score Comparisons by Peer Groups

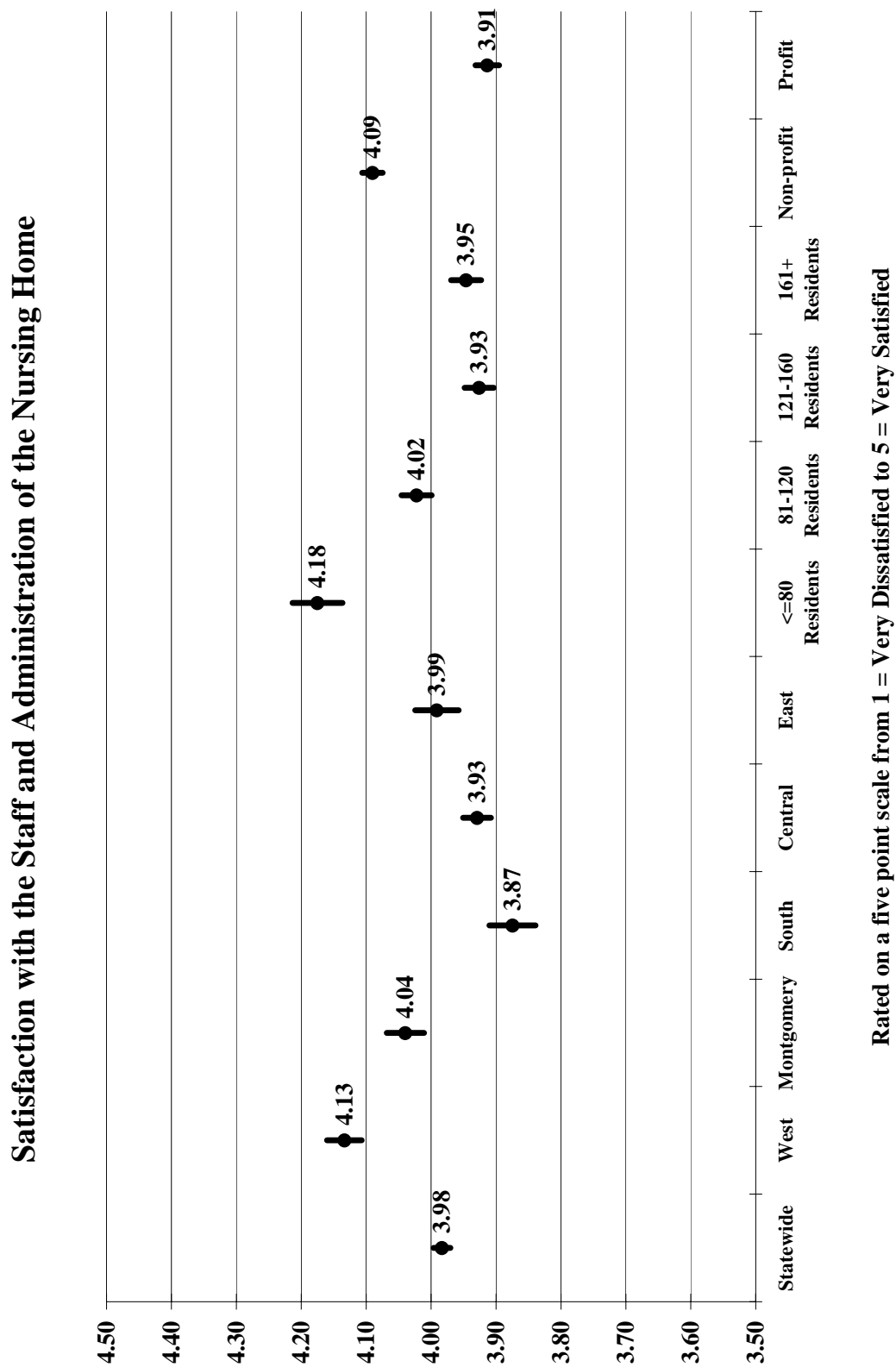
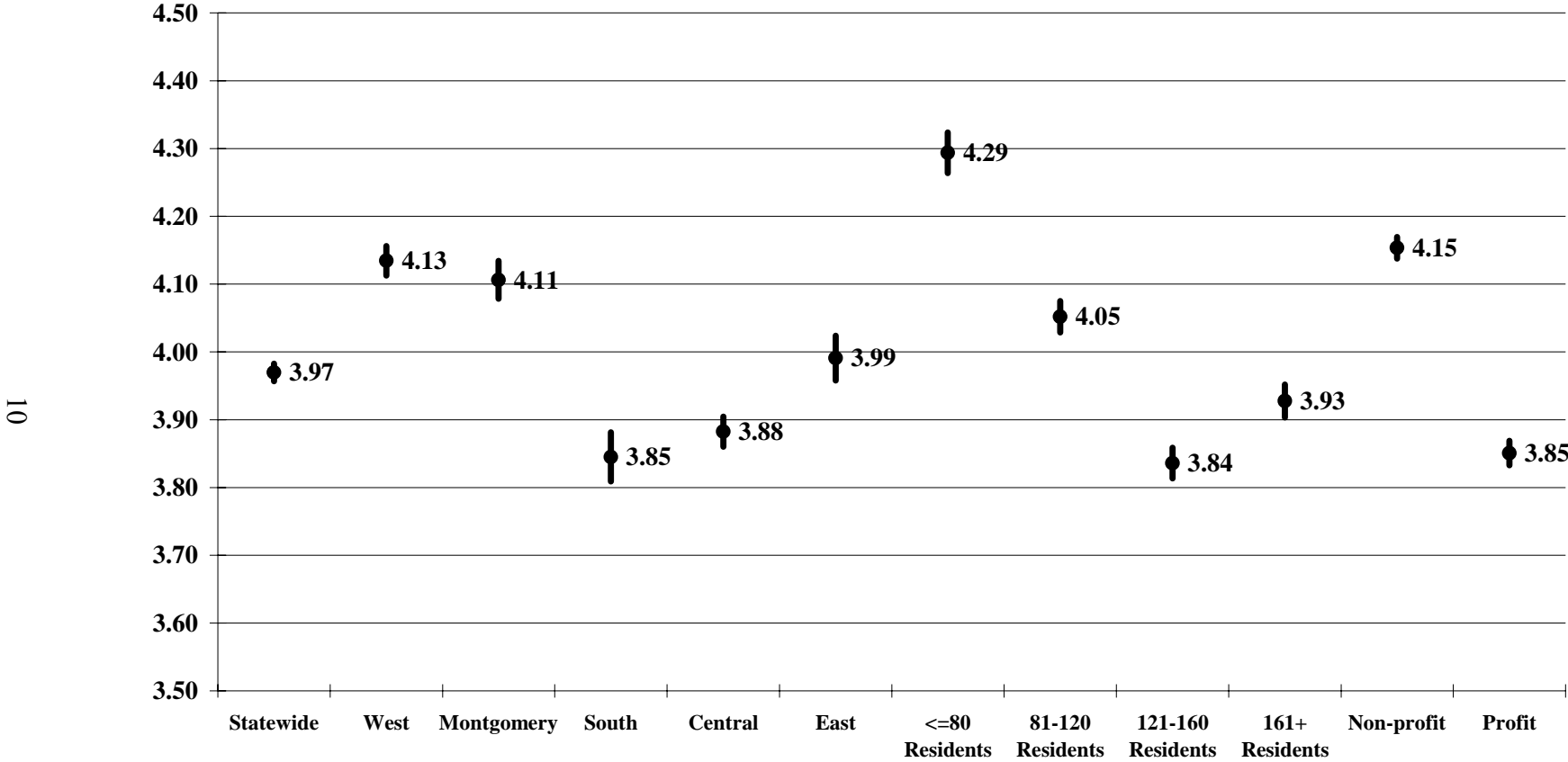


Table 1.2. Administrative and Personal Care Staff Domain Score Comparisons by Peer Groups

	n	Average	CI	
			Low	High
Statewide	9,837	3.98	3.97	4.00
Region of the State				
West	2,121	4.13	4.11	4.16
Montgomery County	1,498	4.04	4.01	4.07
South	1,252	3.87	3.84	3.91
Central	3,885	3.93	3.91	3.95
East	1,081	3.99	3.96	4.02
Size				
<=80 Residents	1,228	4.18	4.14	4.21
81-120 Residents	2,365	4.02	4.00	4.05
121-160 Residents	2,825	3.93	3.90	3.95
161+ Residents	3,419	3.95	3.92	3.97
Profit Type				
Non-profit	4,469	4.09	4.07	4.11
Profit	5,368	3.91	3.90	3.93

Figure 1.3. Physical Environment Domain Score Comparisons by Peer Groups

Satisfaction with Physical Aspects of the Nursing Home



Rated on a five point scale from 1 = Very Dissatisfied to 5 = Very Satisfied

Table 1.3. Physical Environment Domain Score Comparisons by Peer Groups

	n	Average	CI	
			Low	High
Statewide	10,258	3.97	3.96	3.98
Region of the State				
West	2,194	4.13	4.11	4.16
Montgomery County	1,564	4.11	4.08	4.13
South	1,315	3.85	3.81	3.88
Central	4,055	3.88	3.86	3.90
East	1,130	3.99	3.96	4.02
Size				
<=80 Residents	1,287	4.29	4.26	4.32
81-120 Residents	2,461	4.05	4.03	4.07
121-160 Residents	2,947	3.84	3.81	3.86
161+ Residents	3,563	3.93	3.90	3.95
Profit Type				
Non-profit	4,637	4.15	4.14	4.17
Profit	5,621	3.85	3.83	3.87

Figure 1.4. Activities Domain Score Comparisons by Peer Groups

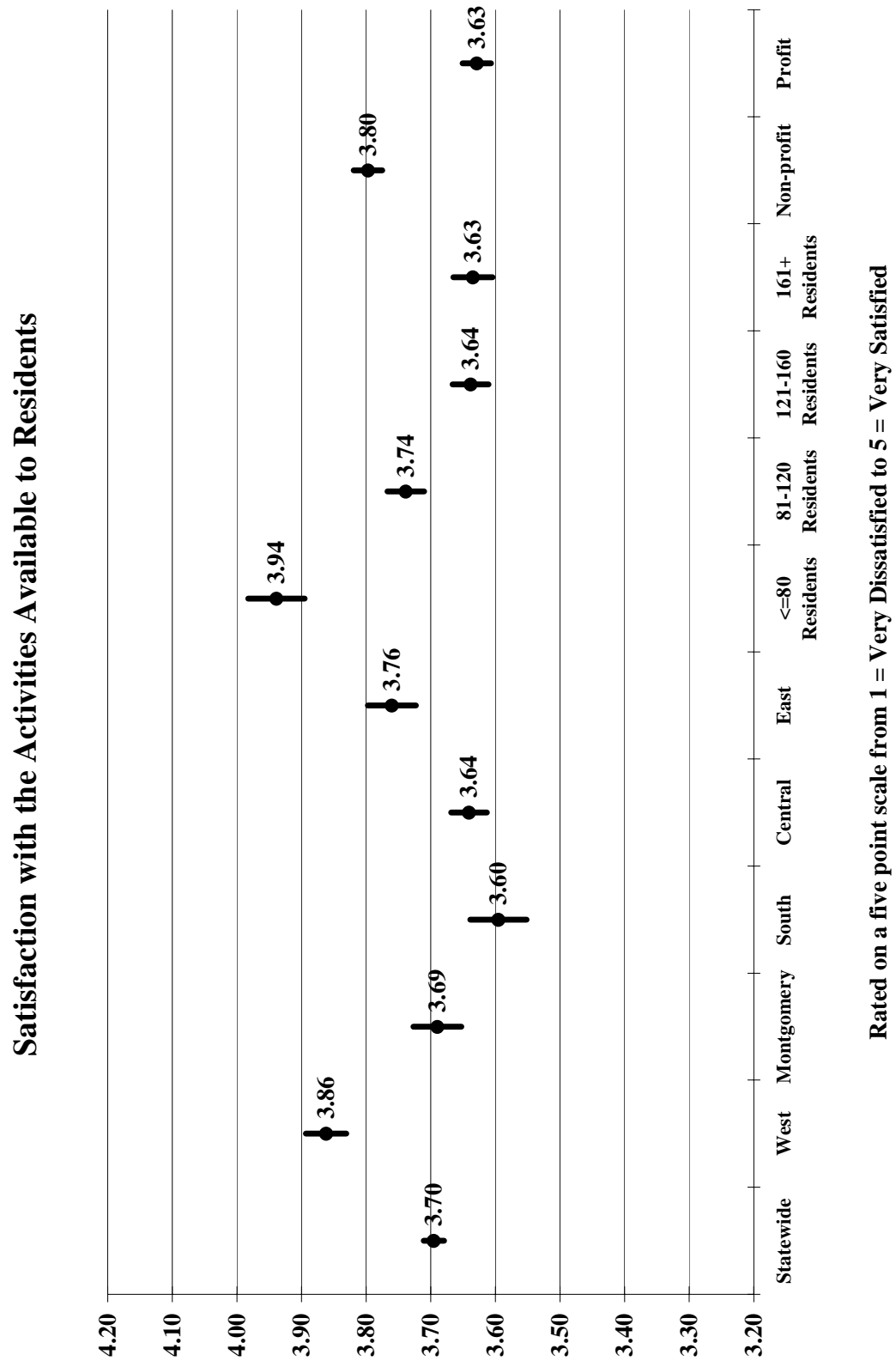


Table 1.4. Activities Domain Score Comparisons by Peer Groups

	n	Average	CI	
			Low	High
Statewide	8,730	3.70	3.68	3.71
Region of the State				
West	1,884	3.86	3.83	3.89
Montgomery County	1,339	3.69	3.65	3.73
South	1,096	3.60	3.55	3.64
Central	3,445	3.64	3.61	3.67
East	966	3.76	3.72	3.80
Size				
<=80 Residents	1,116	3.94	3.90	3.98
81-120 Residents	2,121	3.74	3.71	3.77
121-160 Residents	2,504	3.64	3.61	3.67
161+ Residents	2,989	3.63	3.60	3.66
Profit Type				
Non-profit	3,966	3.80	3.78	3.82
Profit	4,764	3.63	3.61	3.65

Figure 1.5. Personal Care Services Domain Score Comparisons by Peer Groups

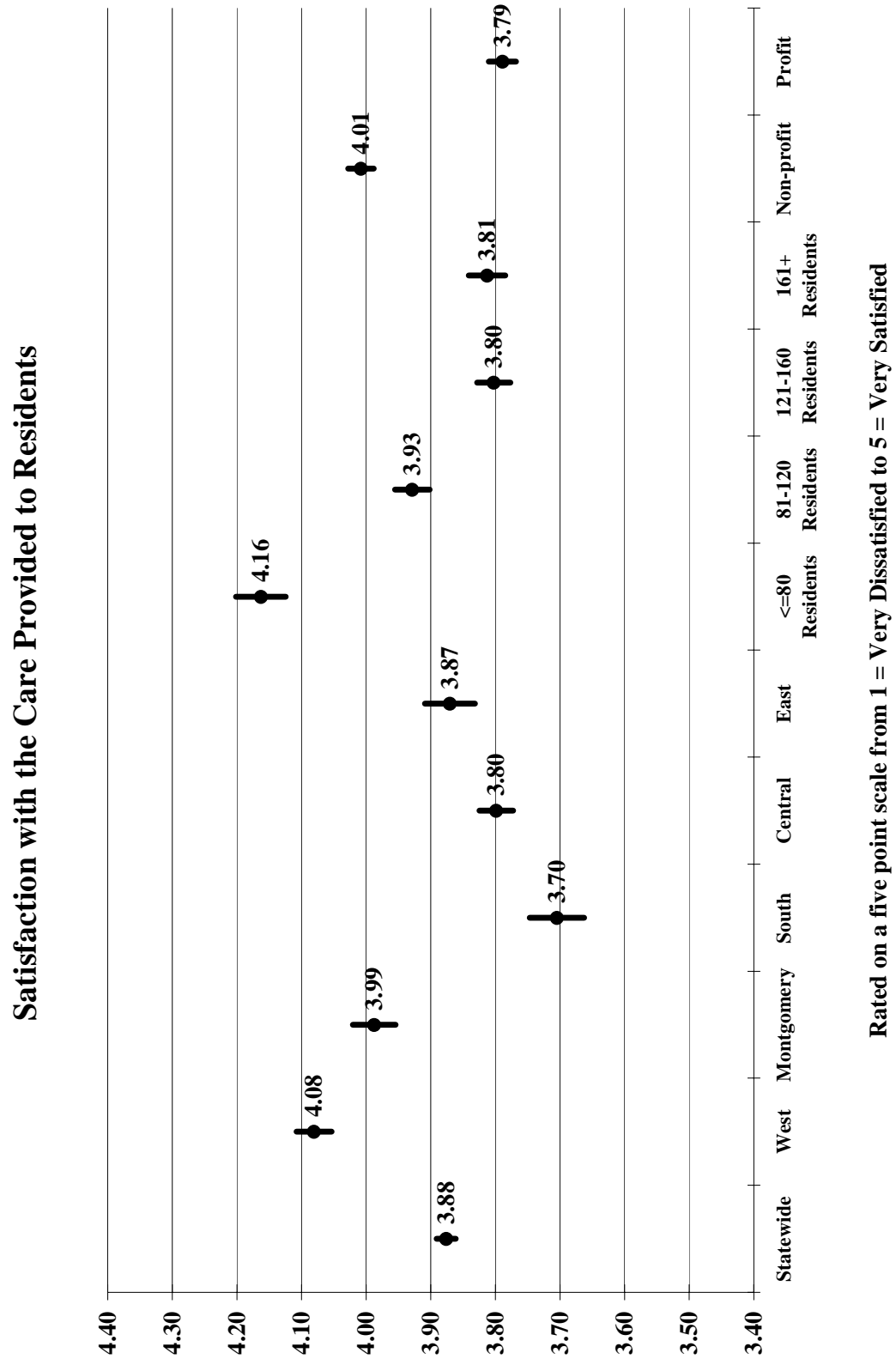
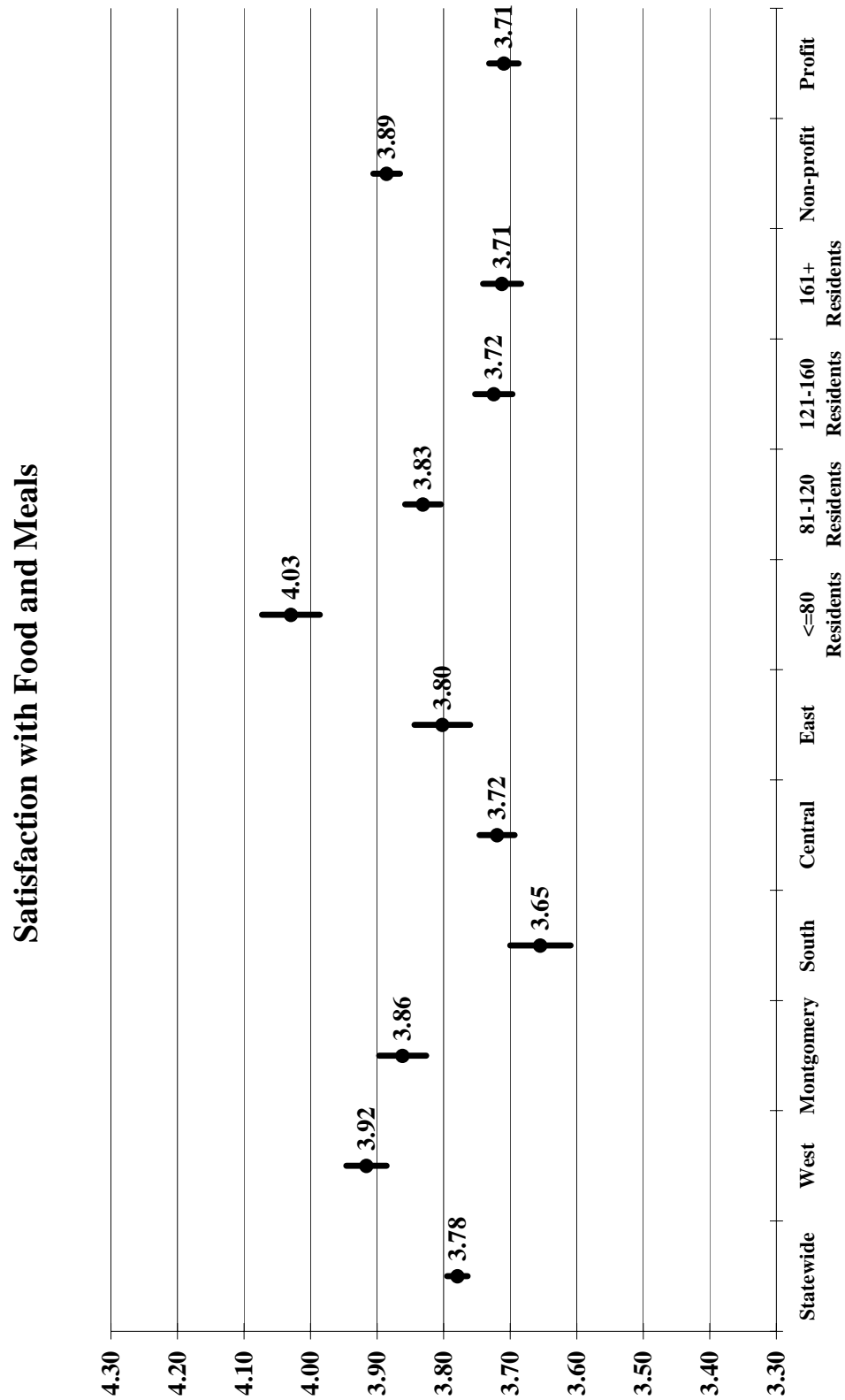


Table 1.5. Personal Care Services Domain Score Comparisons by Peer Groups

	n	Average	CI	
			Low	High
Statewide	9,592	3.88	3.86	3.89
Region of the State				
West	2,104	4.08	4.05	4.11
Montgomery County	1,445	3.99	3.95	4.02
South	1,217	3.70	3.66	3.75
Central	3,766	3.80	3.77	3.82
East	1,060	3.87	3.83	3.91
Size				
<=80 Residents	1,206	4.16	4.12	4.20
81-120 Residents	2,324	3.93	3.90	3.96
121-160 Residents	2,759	3.80	3.78	3.83
161+ Residents	3,303	3.81	3.78	3.84
Profit Type				
Non-profit	4,371	4.01	3.99	4.03
Profit	5,221	3.79	3.77	3.81

Figure 1.6. Food and Meals Domain Score Comparisons by Peer Groups



Rated on a five point scale from 1 = Very Dissatisfied to 5 = Very Satisfied

Table 1.6. Food and Meals Domain Score Comparisons by Peer Groups

	n	Average	CI	
			Low	High
Statewide	9,351	3.78	3.76	3.79
Region of the State				
West	2,031	3.92	3.89	3.95
Montgomery County	1,446	3.86	3.83	3.90
South	1,156	3.65	3.61	3.70
Central	3,682	3.72	3.69	3.75
East	1,036	3.80	3.76	3.84
Size				
<=80 Residents	1,175	4.03	3.99	4.07
81-120 Residents	2,249	3.83	3.80	3.86
121-160 Residents	2,668	3.72	3.70	3.75
161+ Residents	3,259	3.71	3.68	3.74
Profit Type				
Non-profit	4,252	3.89	3.87	3.91
Profit	5,099	3.71	3.69	3.73

Figure 1.7. Residents' Personal Rights Domain Score Comparisons by Peer Groups

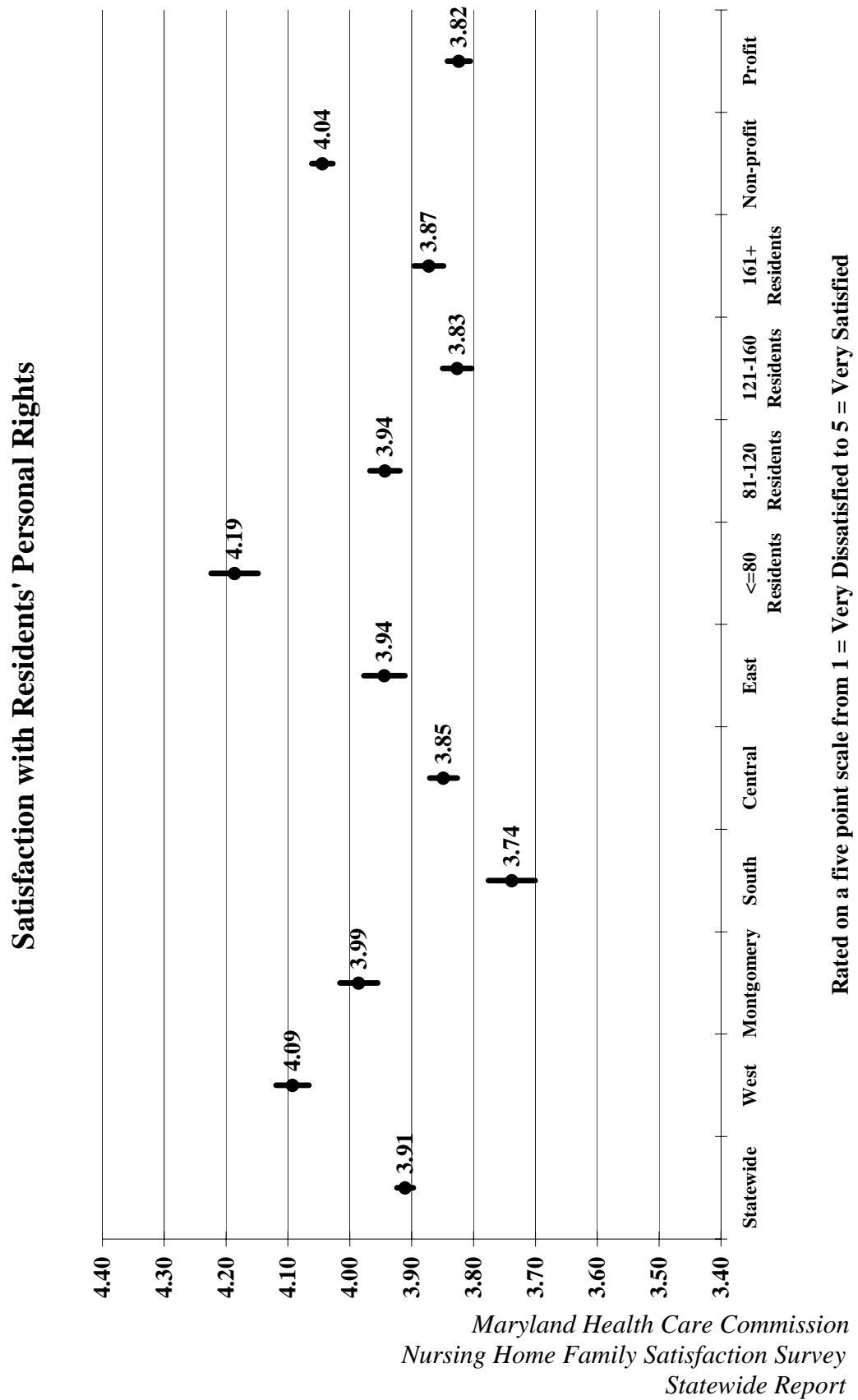


Table 1.7. Residents' Personal Rights Domain Score Comparisons by Peer Groups

	n	Average	CI	
			Low	High
Statewide	9,541	3.91	3.90	3.92
Region of the State				
West	2,072	4.09	4.07	4.12
Montgomery County	1,448	3.99	3.96	4.02
South	1,194	3.74	3.70	3.78
Central	3,777	3.85	3.83	3.87
East	1,050	3.94	3.91	3.98
Size				
<=80 Residents	1,195	4.19	4.15	4.22
81-120 Residents	2,298	3.94	3.92	3.97
121-160 Residents	2,722	3.83	3.80	3.85
161+ Residents	3,326	3.87	3.85	3.90
Profit Type				
Non-profit	4,324	4.04	4.03	4.06
Profit	5,217	3.82	3.81	3.84

Overall Satisfaction Measures

Two questions were included in the survey to assess overall satisfaction with the facility.

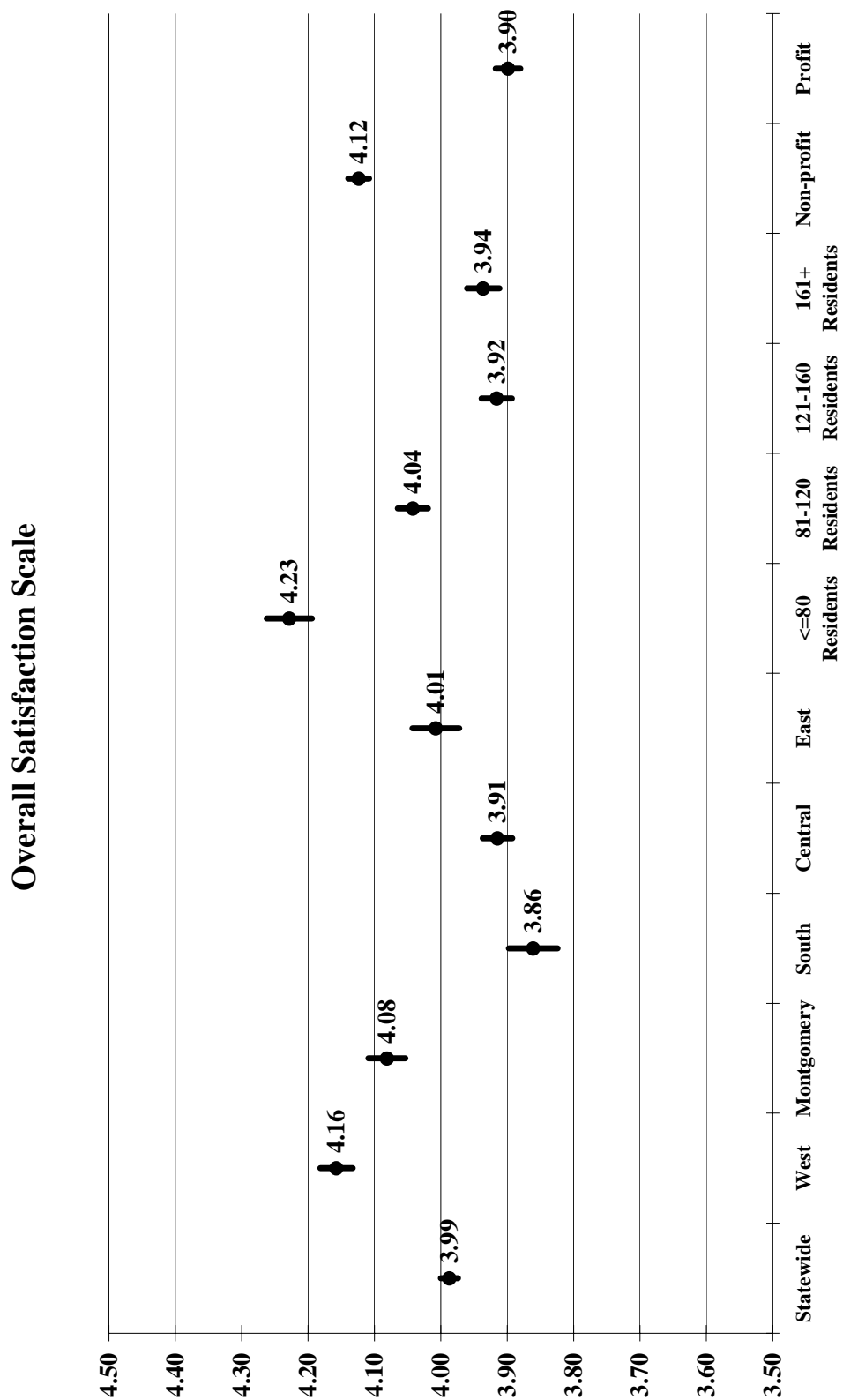
- Overall, how satisfied are you that all of the resident's needs are met?
- Overall, how satisfied are you with this nursing home?

The scores for these two questions were calculated by dividing the total scores for each item by the number of valid responses.

In addition, a third measure of overall satisfaction was calculated from eight questions that ask about overall satisfaction with key aspects of the nursing home, its staff, and the personal care it provides.

Figures 2.1 through 2.3 and Tables 2.1 through 2.3 display the overall satisfaction scores and allow for comparisons to peer groups.

Figure 2.1. Overall Satisfaction Calculated from Eight Topic Scores



Rated on a five point scale from 1 = Very Dissatisfied to 5 = Very Satisfied

Table 2.1. Overall Satisfaction Calculated from Eight Topic Scores

	n	Average	CI	
			Low	High
Statewide	10,212	3.99	3.97	4.00
Region of the State				
West	2,178	4.16	4.13	4.18
Montgomery County	1,558	4.08	4.05	4.11
South	1,310	3.86	3.82	3.90
Central	4,049	3.91	3.89	3.94
East	1,117	4.01	3.97	4.04
Size				
<=80 Residents	1,278	4.23	4.19	4.26
81-120 Residents	2,449	4.04	4.02	4.06
121-160 Residents	2,931	3.92	3.89	3.94
161+ Residents	3,554	3.94	3.91	3.96
Profit Type				
Non-profit	4,624	4.12	4.11	4.14
Profit	5,588	3.90	3.88	3.92

Figure 2.2. Overall, how satisfied are you with this nursing home?

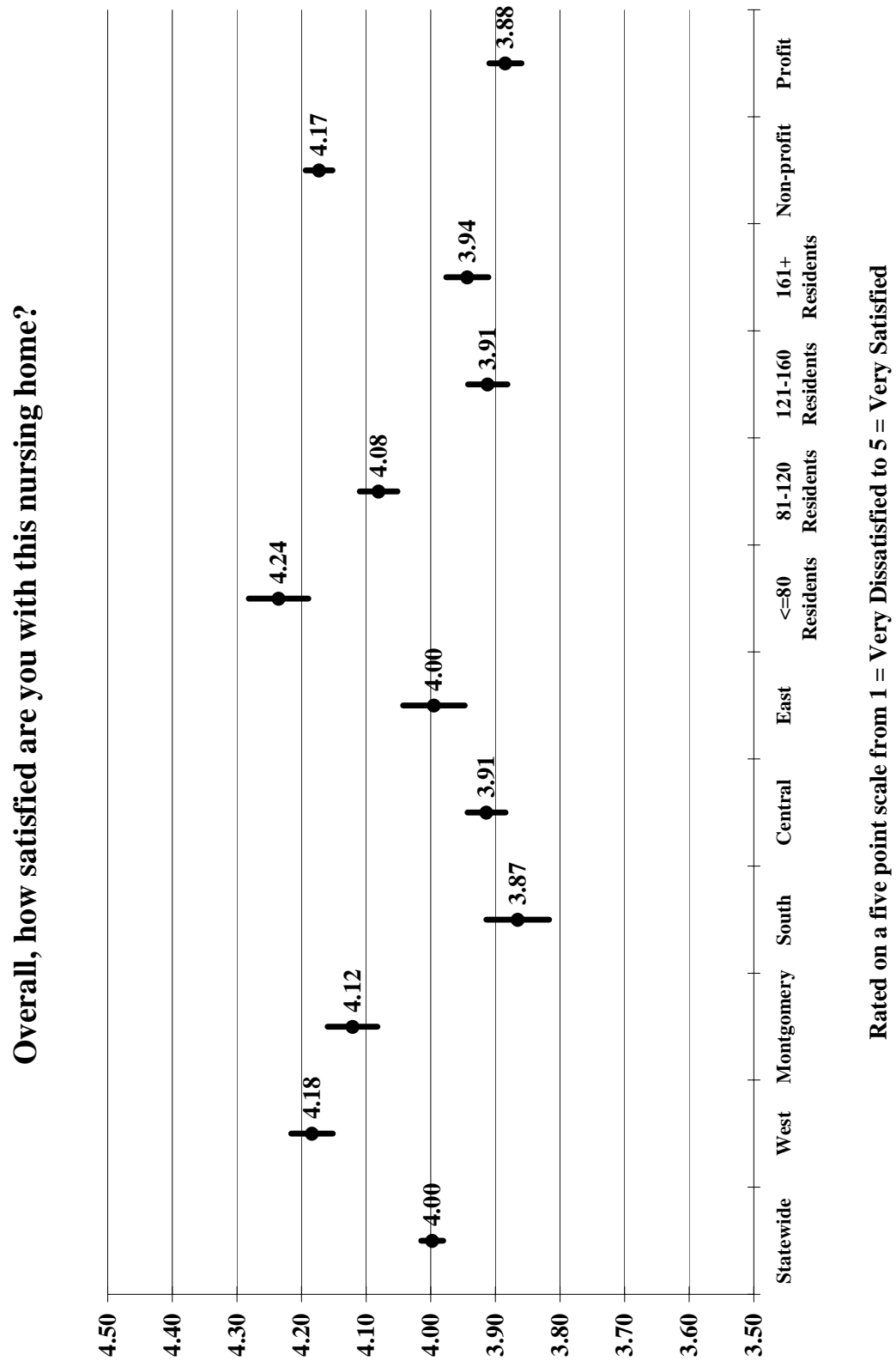


Table 2.2. Overall, how satisfied are you with this nursing home?

	n	Average	CI	
			Low	High
Statewide	10,154	4.00	3.98	4.01
Region of the State				
West	2,184	4.18	4.15	4.22
Montgomery County	1,534	4.12	4.08	4.16
South	1,306	3.87	3.82	3.91
Central	4,020	3.91	3.88	3.94
East	1,110	4.00	3.95	4.04
Size				
<=80 Residents	1,274	4.24	4.19	4.28
81-120 Residents	2,427	4.08	4.05	4.11
121-160 Residents	2,926	3.91	3.88	3.94
161+ Residents	3,527	3.94	3.91	3.98
Profit Type				
Non-profit	4,588	4.17	4.15	4.19
Profit	5,566	3.88	3.86	3.91

Figure 2.3. Overall, how satisfied are you that all of the resident's needs are met?

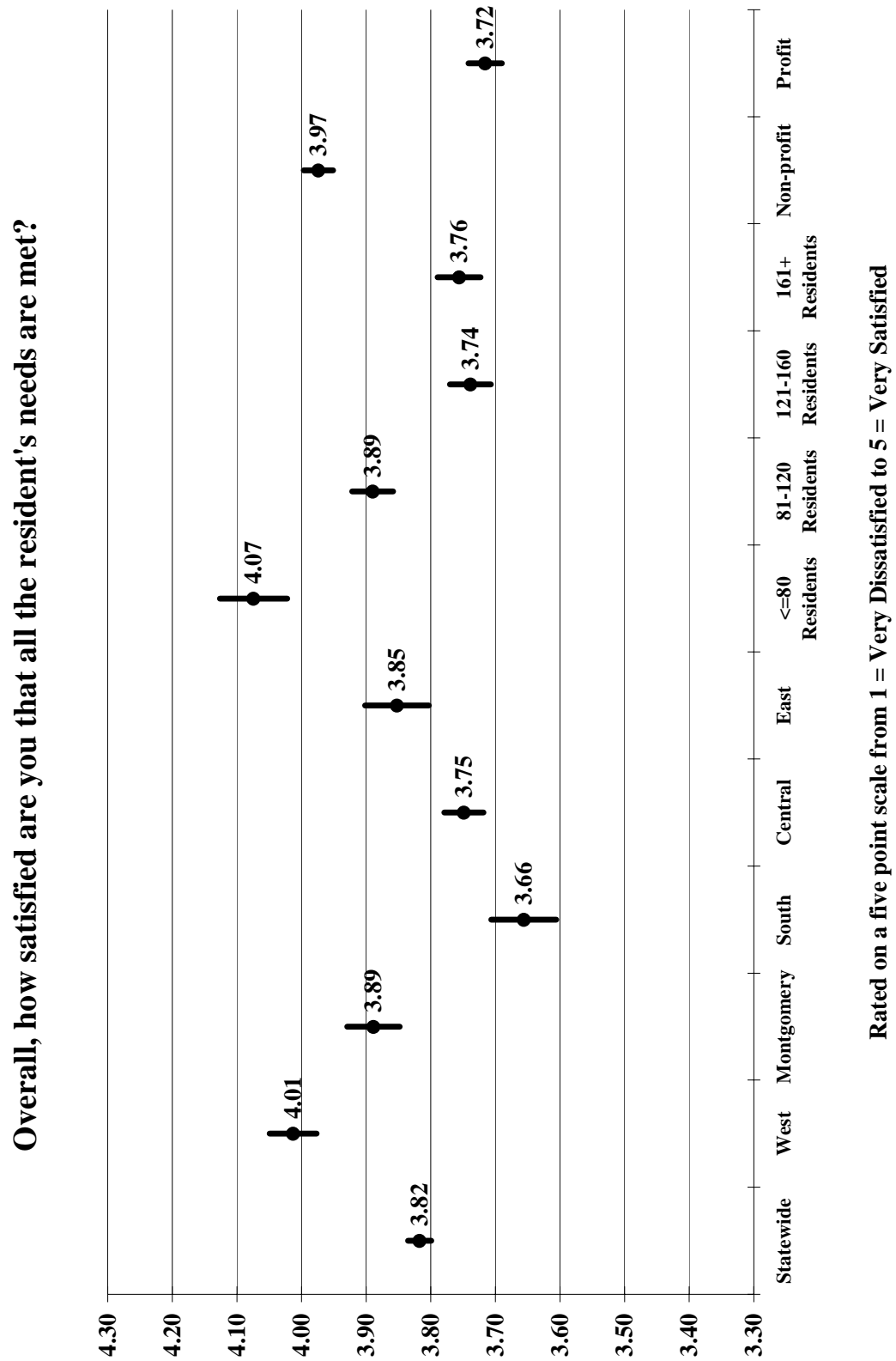
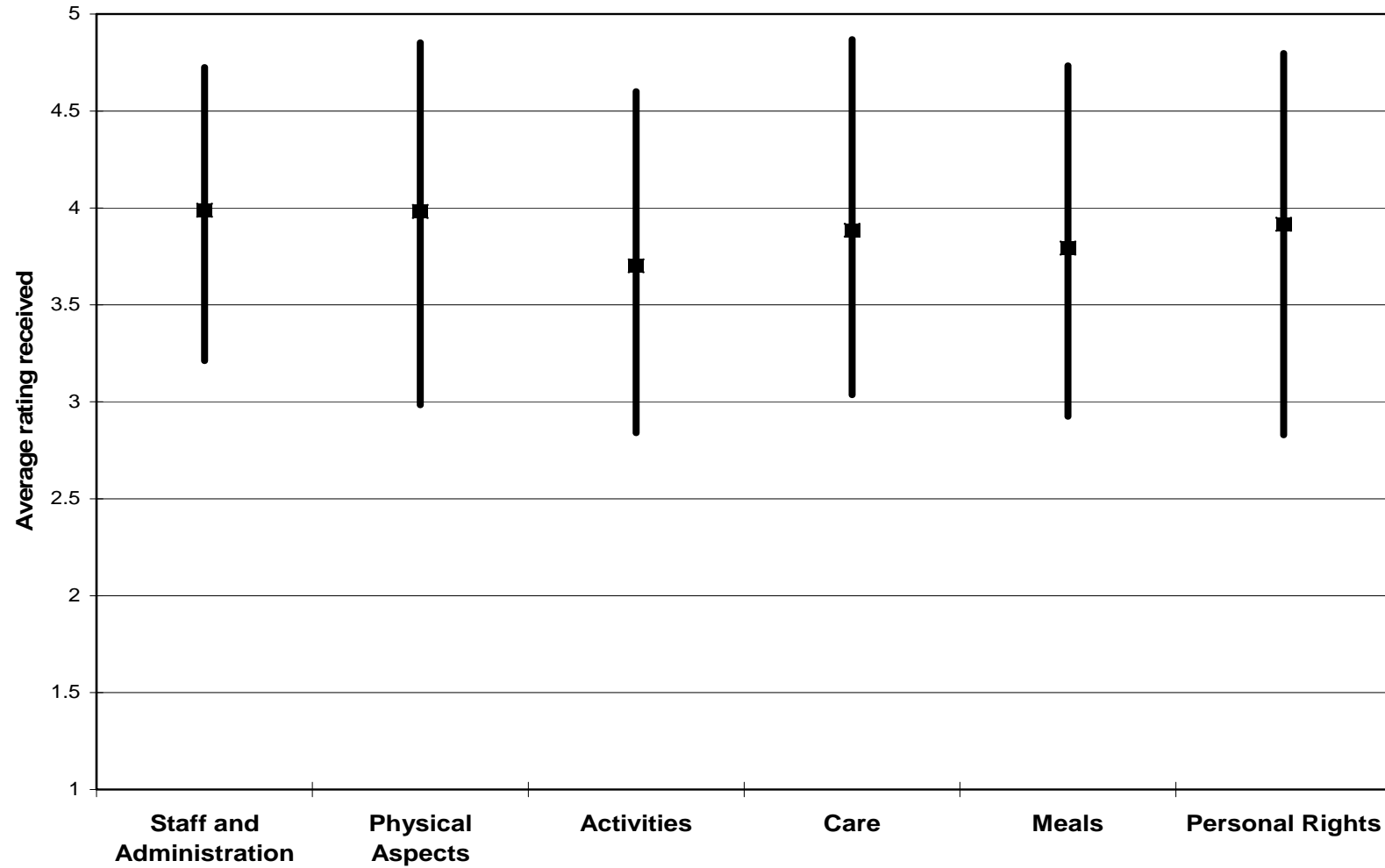


Table 2.3. Overall, how satisfied are you that all of the resident's needs are met?

	n	Average	CI	
			Low	High
Statewide	9,977	3.82	3.80	3.84
Region of the State				
West	2,146	4.01	3.98	4.05
Montgomery County	1,520	3.89	3.85	3.93
South	1,279	3.66	3.61	3.71
Central	3,943	3.75	3.72	3.78
East	1,089	3.85	3.80	3.90
Size				
<=80 Residents	1,259	4.07	4.02	4.13
81-120 Residents	2,382	3.89	3.86	3.92
121-160 Residents	2,873	3.74	3.71	3.77
161+ Residents	3,463	3.76	3.72	3.79
Profit Type				
Non-profit	4,520	3.97	3.95	4.00
Profit	5,457	3.72	3.69	3.74

Figure 3.0 Nursing Home Satisfaction by Domain



VIII. Addendum A: Statewide Item Level Scores

The fifty-three questions used in this survey were evaluated using a 5-point scale (1 meaning very dissatisfied to 5 meaning very satisfied). Item averages were calculated by averaging scores for each question across all respondents providing a rating. Responsible parties who indicated they did not know, were unsure, or that an item was not applicable were not included in these calculations. The table below classifies the fifty-three survey items by domain.

Low scoring items indicate a low level of satisfaction and high scores indicate a high level of satisfaction. These items help identify aspects of domain areas that received lower satisfaction scores.

Table A. Statewide Item Level Scores

Satisfaction With:	n	Average	CI (+/-)
Overall Satisfaction Scores			
Overall Satisfaction Scale	10,212	3.99	0.01
Overall, how satisfied are you with this nursing home?	10,154	4.00	0.02
Overall, how satisfied are you that all the residents' needs are met?	9,977	3.82	0.02
DOMAIN 1: Satisfaction with the Staff and Administration of the Nursing Home			
That the resident gets his or her medication at the appropriate time?	9,683	4.23	0.01
That the quality of physician and specialist services meets the resident's needs?	10,020	3.96	0.02
With the help available for filling out the resident's paperwork?	8,654	4.12	0.02
That the same staff is assigned to care for the resident over time?	9,485	3.87	0.02
That staff considers cultural and ethnic differences when providing services?	8,288	3.93	0.02
That there is enough staff on all shifts to provide sufficient help?	9,819	3.33	0.02
With support provided to families from social services and family groups in the home?	8,810	3.83	0.02
That staff attends to the resident's emotional needs?	9,565	3.73	0.02
That the staff is friendly when you come to visit?	10,229	4.26	0.01
That the staff treats the resident with kindness and respect?	10,168	4.17	0.02
That the staff is able to communicate effectively with the resident?	9,868	4.02	0.02
That staff get along and work well together?	9,614	4.00	0.02
With the response of the staff to problems and requests?	10,061	3.90	0.02
That there is open communication between the staff and you?	10,238	4.14	0.02
That you receive notification of changes in condition?	10,212	4.17	0.02
That staff willingly shares with you how the resident is doing day to day?	10,059	4.00	0.02

Table A (Continued). Statewide Item Level Scores

Satisfaction With:	n	Average	CI (+/-)
DOMAIN 2: Satisfaction with Physical Aspects of the Nursing Home			
That hallways and public areas are kept odor free?	10,232	3.95	0.02
With the cleanliness of the resident's room?	10,244	3.99	0.02
With the amount of space available to socialize with the resident outside of his or her room?	10,023	4.05	0.02
That the facility is clean and well maintained?	10,218	4.15	0.01
With the physical attractiveness of the nursing home?	10,192	4.14	0.01
That the resident's room is bright and cheerful?	10,177	3.88	0.02
With the amount of space for personal possessions within the resident's room?	10,208	3.64	0.02
That staff encourages the resident to take part in social activities?	9,090	3.89	0.02
DOMAIN 3: Satisfaction with the Activities Available to Residents			
That meaningful activities are being offered on all seven days of the week?	8,992	3.86	0.02
With the amount of physical exercise offered?	8,583	3.46	0.02
That there are enough outdoor activities?	7,326	3.24	0.02
With the clergy visits or religious services?	8,742	3.93	0.02
With the variety of stimulating activities offered?	8,831	3.71	0.02
DOMAIN 4: Satisfaction with the Care Provided to Residents			
That dirty clothes are changed as needed?	9,841	4.00	0.02
That the staff assures that the resident is clean?	10,038	3.79	0.02
That staff keeps to the resident's planned personal care routine?	9,775	3.86	0.02
When the laundry system gets the resident's own clothes back to him or her?	7,016	3.51	0.02
That bed linens are changed as needed?	9,987	4.09	0.02
DOMAIN 5: Satisfaction with Food and Meals			
With the food choices provided at each meal?	9,408	3.76	0.02
With the quality of the food, that is, attractive, appetizing, and nutritious?	9,450	3.75	0.02
That there are a variety of menu selections throughout the week?	9,196	3.81	0.02
With the assistance available to help the resident complete his or her meal?	8,775	3.82	0.02
DOMAIN 6: Satisfaction with Resident's Personal Rights			
That the resident is encouraged to be as independent as possible?	8,615	3.92	0.02
That staff members respect the resident's privacy?	9,653	4.06	0.01
That the nursing home takes sufficient steps to protect personal items?	9,883	3.55	0.02
That there is enough security for the facility?	9,770	3.98	0.02
With the resident's personal safety?	10,047	4.04	0.02
Overall Satisfaction Scale Items			
With the care at this nursing home, overall?	10,125	4.02	0.02
With the management of this nursing home, overall?	10,093	3.93	0.02
With the staff at this nursing home, overall?	10,112	4.07	0.02
With the activities at this nursing home, overall?	9,452	3.88	0.02
With the communication at this nursing home, overall?	10,191	4.04	0.02
With the meals at this nursing home, overall?	9,483	3.79	0.02
With the physical environment at this nursing home, overall?	10,161	4.07	0.01
That the resident's personal rights are respected, overall?	9,980	4.09	0.01